Visitor profile related cases

List of use cases, positioned in the main menu of the homepage and available for every visitor of the website:

1. [**За нас**](http://zknadejda.bg/bg/Za_nas-v34)
   * [Кратка история](http://zknadejda.bg/bg/Kratka_istoriya-c88)
   * [Принципи и цели](http://zknadejda.bg/bg/Printsipi_i_tseli-c89)
2. [**Продукти**](http://zknadejda.bg/bg/Produkti-v35)
   * [Застраховка "Заболяване"](http://zknadejda.bg/bg/Zastrahovka_Zabolyavane_-c92)
     + [Профилактика на здравето и предпазване от заболяване](http://zknadejda.bg/bg/Profilaktika_na_zdraveto_i_predpazvane_ot_zabolyavane-c137)
     + [Извънболнична медицинска помощ](http://zknadejda.bg/bg/Izvynbolnichna_meditsinska_pomosht-c138)
     + [Дентална помощ](http://zknadejda.bg/bg/Dentalna_pomosht-c139)
     + [Болнична медицинска помощ](http://zknadejda.bg/bg/Bolnichna_meditsinska_pomosht-c140)
     + [Услуги свързани с битови и други допълнителни условия](http://zknadejda.bg/bg/Uslugi_svyrzani_s_bitovi_i_drugi_dopylnitelni_usloviya-c141)
     + [Възстановяване на разходи](http://zknadejda.bg/bg/Vyzstanovyavane_na_razhodi-c142)
   * [Застраховка "Злополука"](http://zknadejda.bg/bg/Zastrahovka_Zlopoluka_-v82)
     + [Обща злополука](http://zknadejda.bg/bg/Obshta_zlopoluka-c143)
     + [Злополука на гости на хотели](http://zknadejda.bg/bg/Zlopoluka_na_gosti_na_hoteli-c157)
     + [Злополука на учащи](http://zknadejda.bg/bg/Zlopoluka_na_uchashti-c158)
     + [Злополука на кредитополучател](http://zknadejda.bg/bg/Zlopoluka_na_kreditopoluchatel-c159)
     + [Злополука на местата в МПС](http://zknadejda.bg/bg/Zlopoluka_na_mestata_v_MPS-c160)
     + [Злополука на спортисти](http://zknadejda.bg/bg/Zlopoluka_na_sportisti-c161)
     + [Злополука на туристи](http://zknadejda.bg/bg/Zlopoluka_na_turisti-c162)
     + [Злополука на чужденци в България](http://zknadejda.bg/bg/Zlopoluka_na_chuzhdentsi_v_Bylgariya-c163)
     + [Трудова злополука](http://zknadejda.bg/bg/Trudova_zlopoluka-c164)
   * [Застраховка "Помощ при пътуване" в чужбина](http://zknadejda.bg/bg/Zastrahovka_Pomosht_pri_pytuvane_v_chuzhbina-c185)
   * [Имуществени застраховки](http://zknadejda.bg/bg/Imushtestveni_zastrahovki-v168)
     + [Застраховка "Първи риск"](http://zknadejda.bg/bg/Zastrahovka_Pyrvi_risk_-c172)
     + [Застраховка "Спокоен дом"](http://zknadejda.bg/bg/Zastrahovka_Spokoen_dom_-c171)
     + [Застраховка "Пожар и други рискове"](http://zknadejda.bg/bg/Zastrahovka_Pozhar_i_drugi_riskove_-c180)
     + [Застраховка "Индустриален пожар"](http://zknadejda.bg/bg/Zastrahovka_Industrialen_pozhar_-c181)
   * [Застраховка "Каско"](http://zknadejda.bg/bg/Zastrahovka_Kasko_-c170)
   * [Застраховка "Товари по време на превоз"](http://zknadejda.bg/bg/Zastrahovka_Tovari_po_vreme_na_prevoz_-c187)
   * [Финансови застраховки](http://zknadejda.bg/bg/Finansovi_zastrahovki-c186)
   * [Селскостопански застраховки](http://zknadejda.bg/bg/Selskostopanski_zastrahovki-v182)
     + [Застраховка "Селскостопански култури"](http://zknadejda.bg/bg/Zastrahovka_Selskostopanski_kulturi_-c183)
     + [Застраховка "Животни"](http://zknadejda.bg/bg/Zastrahovka_Zhivotni_-c184)
3. [**Онлайн застраховане**](http://zknadejda.bg/bg/Onlayn_zastrahovane-c176)
4. [**Партньори**](http://zknadejda.bg/bg/medics/1)
   * [Лечебни заведения](http://zknadejda.bg/bg/medics/0)
     + [Лаборатории](http://zknadejda.bg/bg/medics/1)
     + [Медицински центрове / ДКЦ](http://zknadejda.bg/bg/medics/2)
     + [Болници](http://zknadejda.bg/bg/medics/3)
   * [Формуляри](http://zknadejda.bg/bg/Formulyari-c145)
   * [Сервизи](http://zknadejda.bg/bg/Servizi-v177)
     + [Доверени сервизи](http://zknadejda.bg/bg/Dovereni_servizi-c178)
     + [Официални сервизи](http://zknadejda.bg/bg/Ofitsialni_servizi-c179)
5. [**За клиенти**](http://zknadejda.bg/bg/Za_klienti-v135)
   * [Вход за проверка на статус](http://zknadejda.bg/bg/claims/)
   * [Често задавани въпроси](http://zknadejda.bg/bg/Chesto_zadavani_vyprosi-c147)
   * [Полезни съвети](http://zknadejda.bg/bg/Polezni_syveti-c148)
   * [Правила за уреждане на претенции](http://zknadejda.bg/bg/Pravila_za_urezhdane_na_pretentsii-c149)
6. [**За посредници**](http://zknadejda.bg/bg/Za_posrednitsi-c175)
7. [**Събития**](http://zknadejda.bg/bg/Sybitiya-v120)
   * [Новини от ЗК Надежда](http://zknadejda.bg/bg/Novini_ot_ZK_Nadezhda-c150)
   * [Здравен календар](http://zknadejda.bg/bg/Zdraven_kalendar-c151)
8. [**Контакти**](http://zknadejda.bg/bg/Kontakti-c131)
9. [**Карта на сайта**](http://zknadejda.bg/bg/sitemap/)

**3. Use cases**

3.1. Use cases related to getting basic information about the insurance company.

3.1.1. Use case *Brief history*  
 *Primary Actor****:*** User  
 *Pre Condition*: User loads the zknadejda.bg homepage  
 *Main scenario*:

1. User initiates the “Brief History” functionality from “For Us” option in the main menu( positioned just under the insurance company logo )
2. A new section is opened, containing a brief history about the insurance company – how it was created and so on.

3.1.2. Use case *Principles and Objectives*  
 *Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage   
 *Main scenario*:

1. User initiates the “Principles and Objectives” functionality from “For Us” option in the main menu( positioned just under the insurance company logo )
2. A new section is opened, containing information about company’s main principles and objectives

3.2. Use cases related to the main products, offered by the insurance company.

3.2.1. Use case *Illness insurance*

*Primary Actor*: User

*Pre Condition*: User loads the zknadejda.bg homepage

*Main scenario*:

1. User initiates the “Illness insurance” functionality from “Products” option in the main menu.
2. A new section is opened with information about the company’s insurance policy
3. At the bottom of the page in a single column are situated some documents with option to download.
4. On the right hand side of the webpage are listed in a single column the main products of the company
5. Under the list with the main products, on the bottom right hand corner there are two options to choose:

* Find partner
* Status check

3.2.1.1. Subcase *Health protection and prevention from getting ill.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “*Health protection and prevention from getting ill*” functionality from “*Illness insurance*” option in the “Products” menu.
2. A new section is opened, containing information about “*Health protection and prevention from getting ill*” insurance package.

3.2.1.2. Subcase *Medical treatment in a non-hospital institutions*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Medical treatment in a non-hospital institutions” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Medical treatment in a non-hospital institutions” insurance package.

3.2.1.3 Subcase *Dental treatment*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Dental treatment” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Dental treatment” insurance package.

3.2.1.4. Subcase *Medical treatment in a hospital institution*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Medical treatment in a hospital institution” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Medical treatment in a hospital institution” insurance package.

3.2.1.5. Subcase *Services that have connection with conditions of life or other additional conditions.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “ Services that have connection with conditions of life or other additional conditions ” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “ Services that have connection with conditions of life or other additional conditions ” insurance package.

3.2.1.6. Subcase *Expenses reimburse.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Expenses reimburse” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Expenses reimburse” insurance package.

3.2.1.7. Subcase *Expenses reimburse.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Expenses reimburse” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Expenses reimburse” insurance package.

3.2.2. Use case *Accident insurance*

*Primary Actor*: User

*Pre Condition*: User loads the zknadejda.bg homepage

*Main scenario*:

1. User initiates the “Accident insurance” functionality from “Products” option in the main menu.
2. A new section is opened with some documents with option to download.
3. On the right hand side of the webpage are listed in a single column the main products of the company
4. Under the list with the main products, on the bottom right hand corner there are two options to choose:

* Find partner
* Status check

3.2.2.1. Subcase *Common accident.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Common accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing list of two options to download documents with common and special conditions for “Common accident”

3.2.2.2. Subcase *Hotel guests accident.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Hotel guests accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

3.2.2.3. Subcase *Students accident.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Students accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

3.2.2.4. Subcase *Credit taker accident.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Credit taker accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

3.2.2.5. Subcase *Vehicle seats accident*.

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Vehicle seats accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

3.2.2.6. Subcase *Sportsman accident*.

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Sportsman accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

3.2.2.7. Subcase *Tourists accident.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Tourists accident” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and a list of two options to download documents with common and special conditions for “Common accident”

3.2.2.8. Subcase *Accident insurance for foreigners in Bulgaria.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Accident insurance for foreigners in Bulgaria” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing an options to download a document with the common conditions for insurance package

3.2.2.9. Subcase *Accident at work.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Accident at work” functionality from “Accident insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a document with the common conditions for “Accident at work”

3.2.3 Use case *Insurance for assistance when travelling abroad.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Insurance for assistance when travelling abroad” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a document with the common conditions for the insurance package

3.2.4 Use case *Property insurance.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Property insurance” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package

3.2.4.1 Subcase *First risk insurance.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “First risk insurance” functionality from “Property insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for “First risk insurance”

3.2.4.2 Subcase *Safe house insurance.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Safe house insurance” functionality from “Property insurance” option in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for “Safe house insurance”

3.2.4.3. Subcase *Fire and other risks insurance.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Fire and other risks insurance” functionality from “Property insurance” option in the “Products” menu.
2. A new section is opened, containing an options to download a documents with the common conditions for “Fire and other risks insurance”

3.2.4.4. Subcase *Industrial fire insurance.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Industrial fire insurance” functionality from “Property insurance” option in the “Products” menu.
2. A new section is opened, containing an options to download a documents with the common conditions for “Industrial fire insurance”

3.2.5. Use case *KASKO insurance*.

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “KASKO insurance” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an three options to download documents connected to “KASKO insurance”

3.2.6. Use case *Insurance for the spent time to move a luggage.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Insurance for the spent time to move a luggage” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for insurance package

3.2.7. Use case *Financial insurances*.

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Financial insurances” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for insurance package

3.2.8. Use case *Agricultural insurances.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Aggricultural insurances” functionality from the “Products” menu.
2. A new section is opened, containing brief information about the insurance package

3.2.8.1. Subcase *Agriculture culture insurance*.

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Agriculture culture insurance” functionality from the “Agriculture insurances” in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for insurance package

3.2.8.2. Subcase *Animals insurance.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Animals insurance” functionality from the “Agriculture insurances” in the “Products” menu.
2. A new section is opened, containing brief information about the insurance package and an options to download a documents with the common conditions for insurance package

3.3. Use cases related to online insurance;